

# EMPLOYMENT OPPORTUNITY

## RECEPTIONIST

\$2,119 to \$2,669 per month (Range 33)

*Opens: January 23, 2006*

*Application review will begin on February 10, 2006.*

### **Washington Higher Education Coordinating Board**

The Higher Education Coordinating Board (HECB) is a 10-member citizen board that makes recommendations to the Legislature and Governor on higher education policy and administers all of the state's student financial assistance programs. The board assesses the higher education needs of Washington citizenry and recommends enrollment and other policies to meet those needs. The board is charged by state law with representing the "broad public interest above the interests of individual colleges and universities." The HECB reviews the operating and capital budget requests of the state's public colleges and universities and recommends budget priorities to the Governor and Legislature. The board also approves new degree programs offered by the public four-year institutions of higher education and administers other postsecondary programs that serve the public.

### **General Description**

The receptionist provides vital administrative support in maintaining the agency's high level of service to the customers of the board's programs and policy efforts. As an integral part of the Office of the Executive Director, the front desk receptionist is a vital link in the flow of information to and from the board, the executive director, and staff.

This position reports to, and serves as primary back up for, the executive assistant.

### **Primary Responsibilities**

#### At the Front Desk

- Answer telephones; receive and refer visitors; resolve problems and respond to inquiries regarding agency procedures, programs and services.
- Receive, sort and distribute agency mail.
- Review and distribute news articles related to higher education.
- Perform clerical duties such as formatting, proofreading, typing, faxing, copying, data entry; establish and maintain electronic and manual files.
- Maintain agency rosters and databases such as HECB personnel phone numbers, institution lists, stakeholders' lists, directions & maps to the agency, trustees/regents and other agency board meeting schedules.

- Serve as the focal point for agency information.
- Perform various administrative tasks for, and assigned by, the executive assistant.

#### Support for the Executive Assistant

- Serve as the executive assistant's back up by providing support for the executive director and the members of the board as directed by the executive assistant.
- Assist with board meetings and other board activities, including:
  - Creating and maintaining board meeting stakeholder labels
  - Delivery and pick up of meeting materials to/from the Copy Center
  - Assisting with board material assembly
  - Mailing out meeting materials to distribution lists
  - Copying and assembling meeting handout
  - Assisting with meeting room set-up
  - Attending board meeting and assisting where required
  - Transcribing meeting notes, drafting minutes as directed.
- Attend meetings on behalf of the executive assistant.

#### **Minimum Qualifications**

##### Education and Experience

- Two years of college AND two years of increasingly responsible office experience involving occupational-level keyboarding/typing including transcription OR equivalent education/experience.

##### Competencies

- Ability to maintain an 8:00 a.m. to 5:00 p.m. Monday through Friday work schedule.
- Superior skills in MS Word, Excel, PowerPoint, Access, and Outlook.
- Strong organizational skills, ability to prioritize and work independently with minimal supervision, including the ability to complete high quality work under pressure.
- Strong interpersonal, presentation and written communications skills.
- Knowledge of and ability to use Excel database system.
- Enthusiasm for on-going professional development to improve personal and program performance.
- Skill and ability to represent the executive assistant professionally and to establish and maintain collaborative working relationships internally and externally.
- Ability and skill to respond to complaints, settle disputes, and invoke successful conflict resolution techniques and processes.
- Ability to use sound and appropriate judgment and reasoning.
- Ability to sort and prioritize mail.
- Ability to format, keyboard and edit documents and draft correspondence.
- Ability to schedule and arrange/ setup meetings, make travel arrangements; and prepare travel vouchers.
- Ability to assist in the preparation of board meeting materials.
- Ability to develop and maintain record-keeping systems.
- Ability to manage multiple phone lines.

#### **Desired Qualifications**

- Associate degree in business, public administration, or related field.

### **Salary Range and Benefits**

The salary range for this position is **\$2,119 to \$2,669 per month** based on qualifications and experience. Benefits include comprehensive health and insurance provisions, federal social security and state retirement contributions, vacation and sick leave programs.

### **How to Apply**

*To be considered for this position, you must possess the minimum qualifications listed above and submit a complete application package, which **must** include the following items. Your application may not be processed if you fail to include the mandatory application material (items 1-5):*

1. **Letter of Application.** Letter of application that **specifically** addresses how your background qualifies you to perform the responsibilities described in this announcement and how you meet the minimum qualifications listed.
2. **HECB Application.**
3. **Receptionist Examination.**
4. **References.** Names, current addresses, and telephone numbers of three employment references.
5. **Authorization to Release Information form.**
6. **Affirmative Action form (optional).**

*Initial screening will be based solely on the information contained in your application. You should keep a copy of your application for your files.*

The application packet can be obtained by logging on to our website at: [www.hecb.wa.gov](http://www.hecb.wa.gov); by calling (360) 753-7814; or by contacting the offices of the Higher Education Coordinating Board.

### **Submit your completed application to:**

Kerri McConnell  
Human Resources Assistant  
Washington Higher Education Coordinating Board  
917 Lakeridge Way SW  
P.O. Box 43430  
Olympia, Washington 98504-3430

### **Application Closing Date**

This position is open until filled. Application review will begin on February 10, 2006. Applications may be mailed or delivered to the above address, or faxed to (360) 704-6257.

### **Selection Procedure**

All applications will be reviewed and ranked based on relevant training and experience. A limited number of the highest-ranking applicants will be admitted to the next screening phase. Interviews will begin as soon as a pool of eligible candidates is identified.

*The Higher Education Coordinating Board is an equal opportunity/ affirmative action employer and is strongly committed to enhancing the diversity of its workforce. We will provide assistance in the recruitment, application and selection process to applicants with disabilities who request such assistance. Please contact us at (360)753-7802 as early as possible regarding any assistance you may require.*